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From: Rockwell, David (DPH)
Sent: Tuesday, June 28, 2011 4:13 PM
To: Thibault, Mark (DPH); Nally, Jim (ITD)
Cc: Cranston, Kevin (DPH); Han, Linda (DPH); Boyd, Donald (DPH); Pogarian, Al (DPH); Corban, Doreen (DPH); Normand, Michael (DPH)
Subject: RE: SLI
Attachments: HSLI since 6-19.xls

Attached is a list of all open tickets at HSLI since 6/19/2011.

Donald Boyd and Al Pogarian are scheduled to be at HSLI tomorrow to assist Mike Normand with catch up of these incidents.

David

From: Thibault, Mark (DPH)
Sent: Tuesday, June 28, 2011 3:27 PM
To: Nally, Jim (ITD); Rockwell, David (DPH)
Cc: Cranston, Kevin (DPH); Han, Linda (DPH); Boyd, Donald (DPH); Pogarian, Al (DPH); Corban, Doreen (DPH)
Subject: RE: SLI

Dave,

Please compile report and check with Peter Lawrence on Brenda Cole's status

Thanks

From: Nally, Jim (ITD)
Sent: Tuesday, June 28, 2011 3:25 PM
To: Thibault, Mark (DPH)
Cc: Cranston, Kevin (DPH); Han, Linda (DPH); Boyd, Donald (DPH); Pogarian, Al (DPH); Rockwell, David (DPH); Corban, Doreen (DPH); Caloggero, Dina (DPH)
Subject: RE: SLI

Great!

It would be helpful if we could compile a report of the open helpdesk tickets that originated from the lab since 6/19. We could then use the report to track and reconcile to make sure all issues are accounted for, resolved or being worked to resolution.

The information that I had as of last night was that we had a handful of user issues:

Brenda Cole can't access any of her shared drives, Marguerite Cambria can't access her Archived mail and a PC in the CT Lab that apparent has an incorrect drive mapping.

As of this afternoon all VMware / Virtual Server issues have been resolved.

Thank you all for the hard work!

Jim

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From: Thibault, Mark (DPH)
Sent: Tuesday, June 28, 2011 3:00 PM
To: Nally, Jim (ITD)
Cc: Cranston, Kevin (DPH); Han, Linda (DPH); Boyd, Donald (DPH); Pogarian, Al (DPH); Rockwell, David (DPH); Corban, Doreen (DPH); Caloggero, Dina (DPH)
Subject: SLI

Jim,

Since all the network / application issues at the lab, we have several help desk tickets that are outstanding. I am sending over Donald and Al Pogarian to assist Mike Normand tomorrow resolving tickets.

Mark